

Healthcare professionals: How to create a PAN portal account

This guide walks through how to create a healthcare professional portal account

1. First, navigate to the PAN portal at panapply.org.

Under the login option, select “Click here to register”

Then, under “Healthcare providers and pharmacies”, select “Register now.”

2. Next, begin your account registration by filling in your name, work email, industry, and contact information.

Depending on what role you select, you may also be asked to provide your individual NPI.

Note: Make sure you’re using a professional email domain (ex: name@yourcompany.org). Starting December 11, 2025, free email domains (i.e.: Gmail, Yahoo, Outlook, AOL, Cox, Charter, Bellsouth, Spectrum, Frontier, Earthlink, Optonline, RCN, etc.) will no longer be supported.

Once you’ve filled out this section, click “Next”.

3. Next, input your organization information.

Enter your organization's NPI (recommended), Tax ID/EIN, or your organization’s name and address, and click “Next”.

4. Select your organization from the onscreen list.

If you find your organization’s name on the screen, that means your organization already has a portal account, and you have two options:

- If you want access to the full organization portal account, including existing patient lists and provider information, **do not** continue with your portal registration request. Instead, reach out to your organization’s portal

administrator and request that they add you as a user from within their own portal account.

If you don't know who your account administrator is, you can call PAN at 1-866-316-7263 Monday through Friday, 9:00 a.m. to 5:30 p.m. ET.

- If you want an individual account where you won't have access to your organization's patient and provider information, select your organization and click "Next".

Individual accounts can still manually link patients to their account to apply for and manage patient grants.

If you don't see your organization listed, check the box next to "I am not associated with any of these organizations" and click "Next".

5. Registering your account.

If you selected an organization on the previous screen, you'll read and accept the terms and conditions and click "Next".

If your organization is new to PAN or your organization doesn't have a portal account yet, you'll need to register your organization, including your organization's name, email, address, contact information, Tax ID, and Organization NPI. Click "Next" and read and accept the terms and conditions.

6. Portal account validation.

You'll receive an email right away, letting you know if your portal account was approved. If your portal account was approved, the email will have a link to reset your password and access your new account.

Note: The reset password link will work for 24 hours. You can also reset your password by clicking "Forgot password" on the portal login screen.

Tip: *The two most common reasons a portal account gets denied are:*

- *You didn't use a professional work email domain. Free email domains (i.e., Gmail, Yahoo, Hotmail, AOL, Outlook, ATT, Cox, Charter, etc.) will no longer be supported for portal account creation.*
- *The information you provided in your registration does not match the official NPI registry.*